

DEPARTMENTAL BENCHMARKS

One Call

SOLID WASTE BENCHMARKS		DAYS
GARBAGE		
Additional Cart~Green Cart <i>*from point of payment</i>		5
Bulky Item Pickup <i>*from point of contact w/ customer; if no contact received w/in 7 days the request will be closed and new SR will be required</i>		7
Missed Exempt Service		3
Garbage Was Missed~ <i>*upon verification of validity</i>		3
New Owner		5
New Service~New Construction		5
Replacement Cart <i>(place cart on curb on collection day)</i>		7
Stolen Cart~Stolen		7
RECYCLING		
Replacement Cart <i>(place cart on curb on FRIDAY)</i>		7
Missed <i>*upon verification of validity</i>		3
Recycling~New Service		5
STREET CLEANING		
Cleaning Bus Stops		7
DAR: City Property~		1BD
DAR: Creek/Stream		1BD
DAR Private. Property <i>*must be moved to the city Right of Way</i>		1BD
DAR: Street~		1BD
DAR: Vet Hospital~		1BD
General Sweeping		5
Leaves in Street		3
Street Litter Removal		2
Street Washing~		7
Trash Spill~		1
BULKY ITEM		
Bulky Item Was Missed		3
YARD WASTE		
Additional Cart <i>*from point of payment</i>		5
Bulky Item & Bulky Brush Pickup <i>*from point of contact w/ customer; if no contact received w/in 7 days the request will be closed and new SR will be required.</i>		7
New Cart		5
General Sweeping		5
Leaves in Street		3
New Service Brown Cart Delivery		5
New Owner/Existing		5
Yard Waste – Missed <i>*upon verification of validity</i>		3
Yard Waste Renewal		4
Yard Waste Sticker New Service		4
Yard Waste Cart Replacement <i>(place cart on curb on collection day)</i>		7

PUBLIC WORKS BENCHMARKS		DAYS
OSWS BILLING UNIT		
1SW Bill Sys Update		5
STORMWATER MAINTENANCE		
Broken Cover/Missing Cover		5
Channel/Ditch Maintenance		80
Repair/Replace Driveway Pipe		80
Flooding <i>(Stormwater Maintenance Division)</i>		2
Sinkhole/Cave in		6
Storm Drain Repair		80
Stream Buffer		120
Stream Cleaning		
STORMWATER MANAGEMENT		
Flood Investigation		14
Investigate Drainage		14
STREET MAINTENANCE		
Asphalt, New Cuts, Replace		30
Concrete new, Replace		45
Dirt St Gravel/Rock		17
Ice & Snow Removal <i>(Ice Bridge)</i>		1
Road Maintenance		19
Oil/Chemical Spill		1
Driveway Repair		75
Potholes Repair		10
Sidewalk Repair		75
Sinkhole in Road		5
Tree Blockage/debris		1

TRANSPORTATION BENCHMARKS		DAYS
Basketball Goal Removal		30
Parking Zone request		60
General On-street Parking		30
NCDOT Signal Request		45
Pavement Marking		180
Residential Parking Zone Request		60
Speed Hump Complaint		60
Speed Limit Inquires		30
Street Light Request		30
Taxi Complaint/Investigation		5
Traffic Calming Evaluation		45
Traffic Sign Repair		14
Traffic Sign Request		45
Traffic Signal Inquiry		1-3 DAYS
Traffic Signal Repair		10
Traffic Signal Request		45

*Please note yard waste customers may have up to 4 carts and a maximum of 10 biodegradable bags.

REVISED -11/3/2009